

The DTS Service Catalog - Home Page - Windows Internet Explorer

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The DTS Service Catalog - Home Page

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STATE & CONSUMER SERVICES AGENCY SECRETARY ROSARIO MARIN

DTS SERVICES

- Application Hosting
- Equipment Hosting
- CA.mail
- Server Based Computing
- WAN and MAN
- CALNET 2
- Recovery
- Training and Event Center

www.servicecatalog.dts.ca

Department of Technology Services
P.O. Box 1810
Rancho Cordova, CA 95741-1810
(916) 657-9974
servicecatalog@dts.ca.gov

Welcome to the DTS Service Catalog

"The Department of Technology Services (DTS) serves the common technology needs of Executive Branch agencies and other public entities with accountability to customers for providing secure services that are responsive to their needs and represent best value to the State." To pursue this mission, customers need to have accurate, current and timely information about services. The Service Catalog is designed to provide this information, and is an important tool used to enhance the accuracy and consistency of communications with customers and other stakeholders.

The DTS Service Catalog provides an overview of services by describing each service component. Each service includes:

- a brief description of the service;
- information about the service life cycle (emerging, mainstream, containment or retirement), where the service can be accessed from, hours of service, and how to access the service;
- technical specifications;
- security overviews;
- identification of charges associated with the service, including invoice descriptions, codes and rates;
- standards of service in relation to service delivery, including including service level management; capacity management; contingency planning (continuity); availability management; and financial management; and
- contact information for inquiries and support.

While every service is described in the same format and with similar types of information to facilitate ease of use, not every service has matured their service delivery. Over time, our Service Managers and Service Delivery Managers will update the information about our services. Our vision for our Service Catalog is for it to be a living document that is updated at least quarterly.

The DTS Service Catalog Vision

[The DTS Vision](#) for our Service Catalog is for it to be a living document that is updated at least quarterly.

DTS Rates

[The DTS Rates](#) are based on a cost recovery methodology.

DTS Security

[The DTS Security](#) is committed to providing a secure environment to meet the needs of its customers. As part of this commitment, the DTS maintains an extensive security program that includes physical access control 24 hours per day, 7 days per week as well as event management and audit, intrusion protection, virus protection, and numerous other deterrent and detection methods.

What's New

REPORT A PROBLEM

- [Security Problem](#)
- [Incident](#)

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- [COLD Administration](#)
- [DNS Administration](#)

ALSO VISIT

- [Office of the State Chief Information Officer](#)
- [Technology Services Board](#)
- [DTS Strategic Plan](#)

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The DTS Service Catalog - Rates - Windows Internet Explorer

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The DTS Service Catalog - Rates

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Home → **Rates**

\$ Rates and Cost Recovery

→ There are rate descriptions for services on the following links:

- [Application Hosting](#)
 - [Application Hosting: Web Site Hosting](#)
 - [Application Hosting: California Home Page Web Site](#)
- [Equipment Hosting](#)
- [CA mail](#)
- [Server Based Computing](#)
- [WAN and MAN](#)
- [CALNET 2](#)
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OVERVIEW OF DTS COST RECOVERY FUNCTION

As a department that provides centralized services for other government entities, but does not receive a budget appropriation from their respective fund sources, the Department of Technology Services (DTS) must recover the cost of providing services from its customers by charging service rates and depositing that revenue in the DTS Revolving Fund from which all DTS operations are funded. As discussed below, the use of a chargeback model has many benefits and is used by the DTS and its customers for monitoring performance and making business decisions in several different ways. The cost recovery function is made up of three primary tasks Cost Accounting, Rate Setting and Billing. Cost Accounting is a fairly regimented process that is executed according to business rules and is designed to provide an objective estimate of the total cost of providing services. Billing is the process of creating invoices and collecting payments from customers. In contrast to the other two tasks, Rate Setting often requires a difficult balance of objective cost analysis with the more subjective disciplines of marketing and forecasting customer demand. Because DTS service rates represent the cost of business to DTS customers and the sole source of funding for the DTS they are a critical component of DTS Financial Management and the methodology for how they are set should be well delineated so that stakeholders will have a clear understanding of how the rates are determined.

RATIONALE FOR THE CHARGEBACK BUSINESS MODEL

There are many benefits to the chargeback business model upon which the DTS Financial Management practices are based. The following represent the primary reasons for implementing a chargeback business model for the DTS:

- Provide for an adequate level of financial resources to support the provision of centralized information technology services.
- Encourage customers to utilize DTS services efficiently by enabling them to determine, in a timely manner, the volume and cost of each specific service they utilize and, thereby, modify their use of those services.

Done

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The screenshot shows a Windows Internet Explorer browser window displaying the DTS Service Catalog Security page. The address bar shows <http://localhost/security.asp>. The page header includes the DTS logo, the text "STATE OF CALIFORNIA Department of Technology Services", and navigation links: Home, Hosting Services, Network Services, Recovery Services, Training Services, Contact Us, and Help. A search bar is also present.

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Home » Security

Security

The DTS is committed to providing a secure environment to meet the needs of its customers. As part of this commitment, the DTS maintains an extensive security program that includes physical access control 24 hours per day, 7 days per week as well as event management and audit, intrusion protection, virus protection, and numerous other deterrent and detection methods.

To provide assurance of its commitment to security, the DTS periodically engages information technology security-certified consultants to conduct vulnerability assessments, security testing, and compliance to industry standards. This process assures the security procedures and practices, used by the DTS, protect systems from potentially malicious activities. Additionally, this effort tests the DTS intrusion detection processes in order to identify opportunities to further reinforce their effectiveness.

For the protection of the DTS and its customers, the particulars of the DTS security program are withheld. To obtain information about the DTS security, please contact a DTS Customer Service Representative to schedule a confidential discussion.

Security Included With Services

» There are security descriptions for services on the following links:

- » [Application Hosting](#)
- » [Equipment Hosting](#)
- » [CA.mail](#)
- » [Server Based Computing](#)
- » [WAN and MAN](#)
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Security for Your Organization

Web Application Vulnerability Detection

With the industry push of Web-enabling applications, more and more sensitive data are being collected and analyzed over the Web. The DTS offers services that allow customers to identify the vulnerabilities in their applications and prescribe corrective actions. Our security professionals can assist you and your developers to focus on fixing the security vulnerabilities in your Web applications.

REPORT A PROBLEM

» [Security Problem](#)

ALSO VISIT

» [Office of the State Chief Information Officer](#)

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The DTS Service Catalog - CA.mail - Windows Internet Explorer

http://localhost/ca.mail.asp

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CA.mail

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» There are 4 parts to review for using CA.mail

- » Part 1: Determine the number of mailboxes you require
- » Part 2: Determine the amount of storage you require
- » Part 3: Add-on - Determine if you would like to include mobile devices
- » Part 4: Add-on - Determine if you require migration assistance

Service Classification (Emerging, Mainstream, Containment, Retirement)

This is a mainstream service.

Service Location (DTS Gold Camp, DTS Cannery, Client Site, Other Site)

The service is offered at the Cannery data center.

Standard Service

Email has become a business critical application. Organizations must have the most efficient ways for their staff to communicate and collaborate with each other and their business partners. This increases the necessity of a messaging system with high performance, reliability and security. Outsourcing email support to the DTS enables departments to focus on core business functions while reducing resource allocation and costs.

The CA.mail service provides customers with email and related messaging services that are reliable and secure. DTS is a highly available data center facility and maintains the service 24 hours a day, 7 days a week. This service is based on client-server architecture. The servers contain all mailboxes (in-boxes, calendars, contacts, deleted items, sent items and tasks) and public folders. This service provides virus protection, spam filtering, data backup and recovery, connectivity to other email systems (including Internet email), and the statewide global address list.

Application Security

The DTS performs various application vulnerability tasks to ensure that systems housed at the Data Centers are as safe and secure from unauthorized access attempts as possible. The DTS believes that securing the application from vulnerabilities is just as important as securing the network. DTS and our partners work to ensure the security of the application.

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The DTS Service Catalog - CA.mail - Technical Descriptions - Windows Internet Explorer

http://localhost/ca.mail_td.asp

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The DTS Service Catalog - CA.mail - Technical Descriptions

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CA.mail Technical



Hardware

» The DTS hardware for Ca.mail includes:

- » ARS server.
- » ACSLS server.
- » Blackberry server.
- » Bridgehead server.
- » Clarion Disk Library.
- » EUQ server.
- » Global Catalog server.
- » ISA server.
- » Mailbox server.
- » MessageStat server.
- » OWA Web server.
- » Public Folder server.
- » SQL Database server.
- » T10000 drives.
- » Trend Micro Control Manager server.

» The DTS software for Ca.mail includes:

- » Control Manager Enterprise Software.
- » Exchange Software.
- » IMSS Software.
- » Legato Software.
- » MessageStat Software.
- » Networker for Cluster Software.
- » Networker for Exchange Software.
- » PowerPath Software.

Done

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\$ Rates - How we charge for CA.mail



→ In addition to setting up your DTS consulting requirements, there are 4 parts to review for using CA.mail

- Part 1: Determine the number of mailboxes you require
- Part 2: Determine the amount of storage you require
- Part 3: Add-on - Determine if you would like to include mobile devices
- Part 4: Add-on - Determine if you require migration assistance

\$ DTS Consulting

The DTS offers consulting to provide assistance with planning, designing, building, implementing, and supporting our services.

- ▶ **Rate Unit of Measure:** We charge by the hour for a Staff or a Senior level.
- ▶ **Rate:** \$90.00 per hour
- ▶ **Cost Description:** Staff/Senior Level

cost center	invoice category	comp code
tbd	tbd	tbd

- ▶ **Rate Unit of Measure:** We charge by the hour for an Associate level.
- ▶ **Rate:** \$75.00 per hour
- ▶ **Cost Description:** Associate Level

cost center	invoice category	comp code
tbd	tbd	tbd

\$ Part 1 Mailboxes

DTS provides Microsoft Outlook mailbox functionality (e.g. an address, calendar, etc.).

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CA.mail Service Delivery



Service Level Management

SYSTEM AVAILABILITY

Normal business hours for CA.mail are from 6:00am to 6:00pm, Monday through Friday excluding holidays. The target availability during normal business hours is 99.5 percent.

Off-hours for CA.mail are from 6:00pm to 6:00am, Monday through Friday, and 24 hours on Saturday, Sunday and Holidays. The target availability during off-hours is 95.0 percent.

UNDERPINNING CONTRACTS

- The DTS outsources a portion of the hardware maintenance for Ca.mail.
 - Trend Micro Gold Premium Support Maintenance.
- The DTS outsources a portion of the software maintenance for Ca.mail.
 - Control Manager Enterprise Maintenance.
 - Exchange Software - Software Assurance.
 - IMSS Maintenance.
 - Legato Maintenance.
 - MessageStat Maintenance.
 - Microsoft Premier Support.
 - Networker for Cluster Maintenance.
 - Networker for Exchange Maintenance.
 - Silo Maintenance.
 - SQL Enterprise Database Software Maintenance.
 - (spam prevention) software maintenance..

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CA.mail FAQ (Frequently Asked Questions)



The Department of Technology Services presents the following questions and responses to help the Service Catalog users/customers learn how to use the Service Catalog to evaluate, select and utilize DTS services and products.

» **QUESTION:** Is it necessary to estimate storage for each individual user?

» **RESPONSE:** The CA.mail service offers storage as a combined storage for all of your email requirements. It is not necessary to estimate storage for each individual user.

» **QUESTION:** Does the mobile device service component include devices other than a Blackberry?

» **RESPONSE:** The current service component for mobile devices is only for a Blackberry.

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Contact Us

[Home](#) → [Contact Us](#)

- www.servicecatalog.dts.ca.gov is the web site address for the DTS Service Catalog.
- [Customer Delivery](#): is your contact to discuss our services. Customer Delivery will also assist you if you would like to subscribe to a service, or discontinue a service.
- [Service Catalog Manager](#): is your contact for questions or comments about the Service Catalog.
- [Service Desk](#): is your contact to report an incident, a security problem, or to request a change to your service or schedule.

Mailing Address
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DTS Training and Event Center
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Help

The DTS...

FAQ

→ [FAQ](#) - is a page of frequently asked questions and responses.

SITE MAP

→ [Site Map](#) - is a page of links to all of the Service Catalog web pages.

GAAIT

→ [GAAIT](#) - is the Glossary, Abbreviations, Acronyms, Initialisms and Terms for the Service Catalog.

A DAY IN THE LIFE

→ [ADITL](#) - is "A-Day-In-The-Life", a step-by step procedure to order one of our services.

Technical Help

If you are experiencing problems with the servicecatalog.dts.ca.gov website, check the following list before contacting the servicecatalog.dts.ca.gov Webmaster:

- * Older Version of Browser**
You should be using either Microsoft Internet Explorer (IE), version 4.0 or higher with Service Pack 1 (IE 5.0 preferred) or Netscape, version 4.0 or higher. If you are using an older version of either of these browsers, you will need to upgrade it.
- * Web Traffic**
The servicecatalog.dts.ca.gov website may be experiencing a lot of traffic. Our recommendation: Just be patient and allow complete pages to download before you try clicking any of the links.
- * Your Internet Service Provider (ISP)**
Your ISP may be experiencing a problem. Try to see if you encounter the same problem with another site (see Web Traffic above).

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The DTS Service Catalog - GAAIT - Windows Internet Explorer

http://localhost/help_gaait.asp

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The DTS Service Catalog - GAAIT

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GAAIT: Glossary, Abbreviations, Acronyms, Initialisms, Terms

The DTS...

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→ #

3270	The DTS offers this an option within the WAN and MAN service. 3270 protocol used via emulation to access mainframe-based applications.
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→ A

Abbreviation	A shortened form of a word or phrase (e.g. gigabyte is abbreviated as "GB"). See GAAIT
Access Circuit Speed	Access Circuits with speeds from 9600 bits per second to 45 megabits per second are offered as part of the CALNET 2 Master Services Agreement (MSA).
Acronym	A pronounceable word formed from the letters of each of the constituent words (e.g. Information Technology Infrastructure Library (ITIL) is a pronounceable word "ITIL"). See GAAIT.
ActiveRoles Server (ARS)	ActiveRoles Server is included as part of the standard CA.mail service. It is a remote management tool for mailboxes within the Microsoft Active Directory structure.
ADABAS	ADABAS is a database management system that is currently supported by the DTS.
Advanced Encryption Standard (AES)	AES is one of the most popular algorithms used in symmetric key cryptography.
Advanced Interactive eXecutive (AIX)	Advanced Interactive eXecutive (AIX) is the IBM variation of UNIX.
AES	Advanced Encryption Standard
AIX	Advanced Interactive eXecutive
ARS	ActiveRoles Server
Assigned Hosting	See Dedicated Hosting.
Assigned SQL Hosting	See Dedicated SQL Hosting.
Asynchronous Transfer Mode	ATM is a dedicated connection switching technology that organizes digital data into 53 byte cell units and

Done

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The screenshot shows a web browser window titled "The DTS Service Catalog - FAQ - Windows Internet Explorer". The address bar shows "http://localhost/help_fa.asp". The browser's menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help". The page content is for the "STATE OF CALIFORNIA Department of Technology Services". The navigation bar includes links for "Home", "Hosting Services", "Network Services", "Recovery Services", "Training Services", "Contact Us", and "Help". A search bar is located in the top right corner.

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FAQs: Frequently Asked Questions

The Department of Technology Services presents the following questions and responses to help the Service Catalog users/customers learn how to use the Service Catalog to evaluate, select and utilize DTS services and products.

➤ **QUESTION 1:** What is the purpose of the Service Classification?

➤ **RESPONSE:** The DTS services are grouped into four classifications based on the DTS lifecycle of the technology (hardware, firmware or software). The Service Classifications are Emerging, Mainstream, Containment, and Retirement. For example, CA.mail can be used to illustrate the Service Classification (See the GAAIT for definitions).

- Emerging - Microsoft Exchange 2007
- Mainstream - Microsoft Exchange 2003
- Containment - Microsoft Exchange 5.5
- Retirement - Microsoft Exchange 5.0

➤ **QUESTION 2:** What is the difference between Standard and Non-Standard service?

➤ **RESPONSE:** The DTS offers services to federal, state and local government customers. Each of these services is described as a standard service, a non-standard service, or a service with both standard and non-standard. (See the GAAIT for definitions)

Example 1: The DTS may offer Brand A backup software as a standard service. If the customer requires Brand B, this is a customization that may require a different rate or cost. Costs (e.g., including resources, software, training, etc.) have been factored in the standard rate. Brand B requires research for potential different costs (e.g., resources, software, training, etc.).

Example 2: When a customer requires more support than what is available as part of a standard service, the DTS and the customer may agree to include additional support as a non-standard component of the service. This may occur if the customer requires additional Service Desk support during peak periods or critical periods (e.g. during elections or at the end of a calendar quarter or fiscal year). In these situations, the DTS would customize the standard service that would result in a non-standard service.

For both examples, cost recovery supports the methodology that a standard service should be charged to all customers who use the service. A non-standard service should be charged to the customer who requires the customization.

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